

## RESIDENCE HALL ATTENDANT SERIES

<b>Code No.</b>	<b>Class Title</b>	<b>Occ. Area</b>	<b>Work Area</b>	<b>Prob. Period</b>	<b>Effective Date</b>
0560	Residence Hall Attendant	13	069	6 mo.	03/26/96
3807(3802)	Supervisor of Residence Hall Attendants	13	069	6 mo.	06/07/85
3806(0950)	Coordinator of Residence Hall Attendant Program	13	069	6 mo.	06/07/85

### *Promotional Line: 207*

#### Series Narrative

Employees in this series are responsible for monitoring the activities of occupants and guests and the physical conditions of the residence halls during the night in order to control non-resident access to the halls and to enforce campus regulations. The attendants perform their duties at a fixed post in a residence hall and/or by patrolling an assigned area, without the use of firearms or other protective instruments. The higher levels of the series supervise and train the Attendants; develop regulations and policies for the residence hall controlled access programs; and act as person in charge in dealing with emergency situations or individuals who are breaking laws, rules, or regulations prior to the arrival of a superior or a police officer.

#### DESCRIPTIONS OF LEVELS OF WORK

##### **Level I: Residence Hall Attendant** **0560**

Employees at this level monitor the activities of occupants and guests and the physical conditions of a residence hall during night hours. They work under general supervision of higher level personnel.

A Residence Hall Attendant typically –

1. checks identification of persons entering or leaving a residence hall during closed hours
2. tours public areas at intervals to monitor conditions in facility and activities of residents and/or guests and notifies appropriate staff members of emergency situations (such as illness, fire, or maintenance problems) or illegal activities (such as thefts or vandalism)
3. locks building at established hours and unlocks outside doors at end of shift
4. learns, carries out, and enforces rules and regulations concerning residence halls, student codes, and emergency situations
5. maintains register of university and non-university guests in a residence hall
6. maintains log of incidents that occur during closed hours and completes report for supervisor daily

7. acts as host/hostess in public lounge area prior to closing hours
8. answers reception-desk telephone
9. performs other related duties as assigned

**Level II: Supervisor of Residence Hall Attendants** **3807(3802)**

Employees at this level supervise Residence Hall Attendants and serve as an assistant to the coordinator of the residence hall attendant program. They work under general supervision of the coordinator.

A Supervisor of Residence Hall Attendants typically –

1. supervises residence hall attendants by preparing work schedules, checking periodically on patrol and post coverage, and evaluating the attendant's performance and recommending appropriate actions
2. trains residence hall attendants in the performance of their duties
3. interviews candidates for attendant positions and assists in selection of employees
4. supervises the maintenance of records (such as telephone log, guest register, and incident reports)
5. keeps attendance, vacation, and sick leave records of attendants
6. maintains residence hall key security as it applies to the residence hall attendant program
7. performs duties of the coordinator in his/her absence
8. suggests ideas for incorporation into regulations, policies, and training programs for the residence hall attendant program
9. assists in maintaining liaison between attendants and the professional and student staff of the residence halls
10. conducts periodic inspections of the residence halls
11. may be assigned to function as an attendant during absences
12. performs other related duties as assigned

**Level III: Coordinator of Residence Hall Attendant Program** **3806(0950)**

Employees at this level are responsible for security programs in the residence halls; the management, coordination, and supervision of the activities of the residence hall attendant staff; and the exercise of personal discretion in dealing with emergencies or confronting individuals who are breaking laws, rules, or regulations.

A Coordinator of Residence Hall Attendant Program typically –

1. establishes policies, procedures, and methods to maintain and improve standards of service provided by the program
2. assists professional staff in the development of training programs for residence hall attendant operations
3. supervises residence hall attendants by interviewing and selecting applicants for positions, evaluating the performance of employees, disciplining them when necessary, orienting them in the regulations residents are expected to follow, and keeping them informed of changes in the regulations
4. relieves residence hall attendants in dealing with criminal or other illegal activities and acts as person in charge until the arrival of police officers
5. is available to assist in solving emergency situations (such as illness, fire, or maintenance problems)
6. coordinates the activities of the night shift
7. conducts periodic inspections of the residence halls
8. maintains liaison between attendants and the professional and student staff of the residence halls
9. reviews reports, registers, and logs maintained by the attendants and initiates needed follow-up actions
10. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

**Level I: Residence Hall Attendant**

**0560**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

none

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. social and communications skills needed to deal effectively with residents, guests, residence hall staff, and other university personnel
2. ability to work under pressure and/or respond appropriately in emergencies
3. ability to learn, follow, and enforce university and residence hall procedures
4. ability to keep records for assigned area

**Level II: Supervisor of Residence Hall Attendants****3807(3802)**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. one year of experience as a Residence Hall Attendant or comparable work experience in an area of the safety-security field (such as experience as a security guard or patrol officer in a public or private security service). Formal training in safety-security or relate fields (such as sociology or social psychology) may be substituted for up to six months of the above experience.

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. working knowledge of safety-security practices
2. social and communications skills needed to deal effectively with residents, guests, residence hall staff, and other university personnel
3. ability to work under pressure and/or to respond appropriately in emergencies
4. supervisory ability
5. ability to train residence hall attendants
6. ability to keep operations and personnel records
7. ability to acquire knowledge of negotiated agreements and civil service rules and procedures

**Level III: Coordinator of Residence Hall Attendant Programs****3806(0950)**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. two years of experience as a Supervisor of Residence Hall Attendants or comparable work experience in an area of the safety-security field (such as experience as supervisor of security guards or patrol officers in a public or private security service). Formal training in safety-security or related fields (such as sociology or social psychology) may be substituted for up to six months of the above experience.

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. extensive knowledge of safety-security practices
2. social and communications skills needed to deal effectively with residents, guests, residence hall staff, and other university personnel
3. supervisory skills

4. ability to work under pressure and/or to respond appropriately and act as person in charge in emergency situations or when dealing with individuals who are breaking laws, rules, or regulations
5. ability to formulate policies, procedures, and training materials for student residence hall safety and security programs
6. ability to acquire knowledge of negotiated agreements and civil service rules and procedures

Residence Hall Attendant .....	Reinstated
Supervisor of Residence Hall Attendants .....	Revised
Coordinator of Residence Hall Attendants Program .....	Revised